



Rules and Regulations
of
Williamsport Municipal Water Authority

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RULES AND REGULATIONS

1. These Rules and Regulations are part of the contract with every person and any political sub-division who takes water service and every such person, or political sub-division by taking of the water, agrees to be bound thereby. Water rates, service connection charges and charges for miscellaneous service will be adopted and revised, as necessary, and published as a separate schedule of rates.

APPLICATION FOR SERVICE CONNECTION

2. Any property owner desiring the introduction of a service line or lines from the Authority's main into his or her premises, must first make a written application on the form furnished by the Authority, at least one week before service is required, stating the street and lot number or location, the name of the Owner and tenant, the purpose for which service will be used, and the guarantee that such service will continue for a least one year.
3. The charges for service line connection shall be shown in the Schedule of Rates.
 - (a) These charges are for making standard service connections between the water main and the curb. The service line connection fees are based on the size of connection which will be made to nearest authority main of an equal, or larger size than the connection desired.
 - (b) In the event that a standard service installation must be made by boring and installing a casement pipe to conform to street or highway permit regulations, the cost of this type installation will be in addition to the standard service line connection fee and the customer's service application must be accompanied by the standard connection fee as based on size, and in addition, a deposit to cover the cost of boring and casement pipe as estimated by Authority. Should the boring and casement cost exceed the estimate, the customer will pay the additional cost, and if cost is less than the estimates, Authority will return to customer, any excess of the deposit over actual cost.
 - (c) Should the customer require a connection to other available or larger water mains, it will be treated as a special connection which, if approved, will be made on a time and materials cost basis, with the cost deposited in advance, as based on Authority's estimate.

- (d) If the governmental body having jurisdiction over the public thoroughfares imposes any special fees, or conditions, for pavement, restoration or maintenance the cost complying with the special fees and/or conditions will be an additional cost to the customer that must be deposited in advance of providing water service to the applicant.
4. The application must be signed by the owner of the premises, or his duly authorized agent, which application shall together with the Rules and Regulations of the Authority, regulate and control the service of water to such premises.

APPLICATION FOR WATER SERVICE

5. Any property Owner or authorized agent desiring a supply of water must make a written application on the form furnished by the Authority, at least one day before service is required, which must be properly approved by the Authority or its duly authorized agent before the water will be turned on. The Owner shall be responsible for all bills rendered. The Authority may require written proof of ownership.

DEFINITION OF CONSUMER

6. A consumer is the party contracting for a supply of water to a property as hereinafter classified, i.e.:
- (a) A building under one roof, owned or leased by one party, and occupied as one residence or business; or
 - (b) A combination of buildings owned or leased by one party in one common enclosure and occupied by one family or business; or
 - (c) Each side or part of a building occupied by more than one family or business, even though the closet and other fixtures may be used in common; or
 - (d) Each apartment, located in a building having several such apartments, and using in common one or more halls and one or more means of entrance.

WRITTEN PERMIT FOR CONSUMER TO SUPPLY PERSONS OR FAMILIES

7. No consumer of any premises supplied with water by the Authority will be allowed to supply other persons or families or other premises except by written permit from the Authority. Consumers who violate this rule may have their water shut off after a notice of five (5) days, and it may remain so until the Authority is satisfied that the Rules and Regulations will be observed.

SERVICE LINE TO CURB

8. The Owner shall install and maintain, at his own expense, a service line running from the building to be served to the curb stop installed and approved by the Authority at or near the public right-of-way. Installation and repairs to the service line shall be subject to inspection and approval by the applicable municipality's Codes Department and the Authority. All connections shall be made in accordance with the Authority's Rules and Regulations and with the applicable municipality's current plumbing codes.

A Service line will not be installed where the service line passes over or through premises which at the time may be the property of persons other than the owner of the premises to be served unless provided for in a deeded recorded easement.

SERVICE LINE FROM CURB TO PREMISES

9. The service line beyond the curb stop shall be installed and maintained by and at the expense of the consumer. The portion of the service line installed by the consumer shall be not less in size and quality than the service line in the street laid by the Authority, shall be laid not less than four and one-half feet below the surface, and shall not be covered until the tap on the main is made and service line is inspected and tested by Authority. Underground service lines of copper tubing shall be Type K and connections will be of the flared type. No underground soldered joints will be permitted. If any defects in workmanship are found, the service shall not be turned on until such defects are remedied.

In areas where the curb stop is not located at or near the public right-of-way the Authority may install a new curb stop at its discretion.

RESPONSIBILITY FOR CONDITION OF SERVICE LINE – CURB TO PREMISES

10. The service line from the building to the curb stop shall be maintained in good condition by the Owner under penalty of discontinuance of service by the Authority.

OPENING AND CLOSING VALVES AND STOP COCKS

11. Under no circumstances shall any person not authorized by the Authority open or close the stop cocks or valves in any public or private line.

TWO OR MORE CONSUMERS ON SAME SERVICE LINE

12. In case two or more consumers are supplied with water from the same service pipe, a distinct and separate stop cock and curb box will be provided for each consumer, if practical.

VIOLATION OF RULES WHERE TWO OR MORE CONSUMERS ARE ON SAME SERVICE

13. When two or more consumers are supplied through a single service any violation of the rules of the authority by either or any of said consumers shall be deemed a violation as to all and the Authority may take such action as could be taken against a single consumer, except that such action shall not be taken until the innocent consumer who is not in violation of the Authority's rules has been given reasonable opportunity to attach his pipes to a separately controlled service connection.

BILLS RENDERED

14. All bills will be rendered at stated intervals, either monthly or quarterly at the option of the Authority, for service during the previous month or quarter. Bills for metered service shall be determined by meter registration in every case unless meter fails to register in which case a bill will be rendered based on previous average consumption.

The Authority reserves the exclusive right when and where meters will be installed and in exercise of this right may install meters on any or all services at any time.

BILLS DUE AND PAYABLE

15. (a) All bills shall be rendered monthly or quarterly in arrears and are due and payable as rendered and if not paid within thirty days of the due date a penalty of ten percent will be added.
- (b) The Commonwealth of Pennsylvania and any agency thereof is entitled to a thirty day period from the due date of any bill within it may pay for water service without the application of a penalty.
- (c) Payments mailed, as evidenced by the United States Postal Service cancellation mark, on or previous to the end of the period during which the bills are payable at face, will be deemed to be a payment within such period.
- (d) If a bill is not paid within thirty days after the presentation of same, service will be discontinued after ten days' notice to the Customer.
- (e) The use of water through separate services by the same customer will be billed separately.
- (f) Payments in advance of furnishing service may be required for:
 - (1) Seasonal service when elected to be so taken by the Customer.
 - (2) Construction of facilities and furnishing special equipment.

- (3) Restoration or reconnection of service where service has been actually discontinued for Customer's failure to comply with tariff provisions.

INVESTIGATION OF BILLS OF DOUBTFUL ACCURACY

16. Any consumer, upon receipt of bill, having reason to doubt its accuracy, shall bring or mail the bill, within five days to the Authority for Investigation.

SIZE OF AND OWNERSHIP OF METERS

17. The Authority shall determine the size of meter to be installed and will furnish and set meters and connections free of charge. The meter and connections shall remain the property of the Authority, and access to same for reading of the meter, inspection, testing, repairs, etc., must be permitted at all reasonable times by the consumer.

LOCATION OF METERS

18. The Authority will determine the location for all meters. If the Authority decides that the meter is to be placed within the building, the consumer will provide free of charge and expense to the Authority, an easy accessible place in the cellar near the entrance of service pipes to cellar, with a stop and waste valve at the inlet side of the meter and a stop and waste valve on the outlet side of the meter; the stop and waste valves will be furnished and installed by the consumer. If the Authority decides that the meter is to be placed outside of the building, it must be placed in an approved meter box furnished by the Authority at the expense of the consumer, and must have suitable piping arrangement and stop and waste valves as approved by the Authority.

PROTECTION OF METER

19. The consumer must, at all times properly protect the meter from damage by frost or any other cause and will be held responsible for repairs to meter made necessary due to their negligence. Damage due to freezing, hot water, or external cause shall be paid for by the consumer. Customers are advised to install check valves in the hot water tank feed line to prevent expanding hot water from damaging the meter. A check valve should **never** be installed in the feed line, however, unless the heater is equipped with an approved pressure relief valve.

REMOTE METER REGISTERS

20. As a service to those customers that are unable to provide routine access to their homes for meter readers, remote water meter registers are available on a cost sharing basis. Application can be made for a remote water meter register accompanied by a non-refundable contribution in the amount shown on the Schedule of Rates, which will be used towards the total cost of installing a remote reading register attached to the applicant's water meter. The remote

register installed, at the account, will remain the property of the Authority and a part of the meter installation so long as the account remains active, and no refunds will be given if the account is terminated, or the applicant moves. If a discrepancy occurs between the consumption indicated on the remote register and the meter, billing will be based on the meter reading. For protection of all parties the Authority must have access to verify the readings at least once annually.

METER TESTS

21. At the written request of an owner or a consumer the Authority will make a test of the accuracy of the meter supplying his premises, and if so desired, in his presence or that of his authorized representative. Each request for the test of a meter for accuracy shall be accompanied by a deposit in an amount governed by the size of the meter as shown on the Schedule of Rates.

If the meter so tested shall be found to have an error in registration of less than four percent (4%), the deposit required shall be retained by the Authority as compensation for such test; if the error in registration is found to be four percent (4%) or more, then the cost of the test shall be borne by the Authority and the amount of the deposit shall be returned to the Customer.

LEAKS AND DEFECTIVE PLUMBING

22. The Authority shall not be liable for any damage resulting from leaks, broken pipes, or from any other cause, occurring to or within any house or building, and it is expressly stipulated by and between the Authority and the consumer that no claims shall be made against the said Authority on account of the bursting or breaking of any main or service pipe or any attachment to said Water Works.

LEAKS OR WASTE

23. All water passing through a meter shall be charged for at the regular rate, and no allowance will be made for excessive consumption due to leaks or waste.

UNDERGROUND LEAK

24. Where underground leaks are discovered and repaired to the satisfaction of the Authority, an allowance of fifty percent of the excess water bill may be made, as based on the average consumption of the three previous quarters. No consumer will be eligible for an adjustment if he has been notified of the existence of a leak.

USE OF HYDRANTS

25. All persons are forbidden to open any fire hydrant or to use any water therefrom for sprinkling streets, for building or any purpose without permission in writing from the Authority, under the penalty prescribed by law, except in case of fire, and by Fire Companies to test the hydrants. Such tests shall be made directly under the supervision of an authorized agent of the Authority.

PRIVATE FIRE SERVICE

26. An application in duplicate for "Special Connection" is to be made for each connection to the Distribution System. Private fire protection consumers will understand that fire protection charges are mainly a compensation for "Standing Ready to Serve" and that for said charge the use of water is not contemplated except for the actual extinguishing of fires or for testing of the system which shall not be done without first notifying the office of the Authority. All water consumed except for the actual extinguishing of fire will be charged in accordance with regular rates. Private fire services will be equipped with approved detector check valves, provided by the consumer.

TURNING OFF WATER

27. (a) The Authority reserves the right at all times, after due notice, to shut off the water for non-payment of water bills, or for neglect or refusal to comply with the Rules and Regulations of the Authority and to charge for the resumption of service, as shown on the Schedule of Rates.

(b) Service under an application may be discontinued for any of the following reasons:

- (1) For misrepresentation in application as to property or fixtures to be supplied or use to be made of the water supply.
- (2) For the use of water for any other property or purpose than that described in the application.
- (3) For waste of water through improper or imperfect pipes, fixtures, or otherwise.
- (4) For failure to maintain, in good order, connection, service lines or fixtures beyond the curb and owned by the applicant.
- (5) For molesting any service pipe, meter, curb-stop or seal or any appliance of the Authority.
- (6) In case of vacancy of the premises.
- (7) For violation of any rules of the Authority.

- (8) For neglecting to make payments of any charges against the property.
- (9) For refusal of access to property for purposes of inspecting or for reading, caring for or removing meters.
- (10) The Authority shall have the right to shut off the water without notice in case of breakdowns or for other unavoidable causes, or for the purpose of making necessary repairs, connections, etc. Reasonable notice will be given when practicable. In no case shall the Authority be liable for any damage or inconvenience suffered.

SUPPLY OF WATER

28. The Authority shall not be liable for a deficiency or failure in the supply when occasioned by shutting off water to make repairs or connections or failure from any cause beyond control.

The Authority reserves the right to restrict the supply of water in case of scarcity or whenever the public welfare may require it.

ABNORMAL DRAFTS AND PRESSURE

29. The Authority prohibits the installation of any devices in the water piping system that will increase pressure in or cause abnormal drafts on the water mains, unless such pumping or pressure devices have received prior written Authority approval.

VACATING THE PREMISES

30. (a) When the premises are vacated, the consumer must give notice at the office of the Authority, so that water may be turned off at the curb valve, and he will be responsible for the water rent until such notice is given.
- (b) A new application must be made on any change in ownership of property, as described in any application, and the Authority shall be at liberty to discontinue the water supply until such new application have been made and approved.
- (c) Applications may be cancelled by the Authority for proper cause, at any time, upon giving five (5) days notice of such cancellation.
- (d) Consumers desiring an abatement from water bills during a temporary vacancy shall report the same in writing at the office of the Authority. All vacancies shall date from the day the same are reported at the office of the Authority. When a temporary vacancy is properly reported an allowance will be made for the period of vacancy, but not for less than three (3) months.

- (e) If any premises in a multiple occupancy unit, whose water usage is not measured by an individual meter, should become vacant for one month or longer within a billing period, the owner or his authorized agent may, upon producing complete proof to the proper officials of the Authority, have the established minimum rate reduced in proportion to the period of vacancy; provided, however, that the Authority shall have the right to presume that the premises are continuously occupied and assessments therefore shall be made on such basis, and it shall be the sole responsibility of the owner or his agent to establish proof of such vacancies, each quarter.

CONNECTION OR OUTLETS BETWEEN MAIN AND METER

31. No connection or outlet will be permitted on the service pipe or pipes supplying any premises, between the street main and the meter. ALL WATER USED must pass through the meter.

CROSS CONNECTIONS PROHIBITED

32. There shall be no physical connection between the public water supply distribution system and any pipes, pumps, hydrants or tanks which are supplied from, or which may be supplied or contaminated from, any source except as approved by the Authority. Neither steam condensate nor cooling water from engine jackets or other heat exchange devices shall be returned to the portable water supply.

PRESSURE REGULATING DEVICES

33. The Authority will not be responsible for any damage caused within the consumer's or customer's premises by an increase or decrease of pressure within the Authority's distribution mains. It shall be incumbent upon the consumer or customer to install and maintain, in his service line, between the curb valve and meter, such pressure regulating devices as may be necessary to prohibit excessive pressure from being transmitted to the inside piping or fixtures.

ELECTRICAL GROUNDING

34. The grounding of electric service upon water pipes is understood to be desirable in the interest of safety to the users of the electric current. The Authority does not install such connections; derives no benefit from them; may be damaged by them; and tolerate them only because of their reputed importance in providing electric service safely. The Authority assumes no direct or indirect responsibility or obligation in connection with the installation of water pipe ground connections, or for the maintenance of the integrity or continuity of any ground attachment or connection made to a water pipe system.

DEPOSITS

35. (a) Deposits may be required from all consumers in an amount equal to the estimated gross bill for any single billing period plus one month with a minimum of \$5.00.
- (b) Deposits may be returned to the depositor when he has established his credit to the satisfaction of the Authority.
- (c) Any Customer having a deposit shall pay bills for water service as rendered, in accordance with the Rules of the Authority, and the deposit shall not be considered as payment on account of a bill during the time the Customer is receiving water service.

FAILURE TO RECEIVE BILL

36. Failure to receive a bill shall not exempt any consumer from loss of discount or the accruing of a penalty as the case may be. The presentation of a bill to the consumer is only a matter of accommodation and not a waiver of this Rule.

SPECIAL SERVICE CHARGES

37. Where special service rates are fixed or cost of service of any kind is estimated, payment must be made at the time application is submitted and before the service is granted.

TWO OR MORE PARTIES OR FAMILIES USING WATER THROUGH THE SAME METER

38. Where conditions make it difficult to install separate meters for each consumer, or where the property owner refuses to arrange his piping so that separate meters can be installed, a single meter will be installed and a minimum charge will be made for each consumer supplied through his single meter as listed for the size meter that would be required to service each individual consumer. The water registered by the meter will be divided by the number of consumers, and any excess water above the several minimum allowances will be charged pro-rata to the several consumers.

SERVICE

39. All contracts for water shall continue in force from month to month, but either party may cancel contract by giving ten (10) days written notice that the contract shall be terminate on the first day of the month succeeding date of notice. For service beginning during a quarterly period, the minimum charge shall be prorated. In case when water is turned off by removal of the meter, no further charge for water service will be made until service is again requested.

EXTENSION OF STREET MAINS

40. The Authority may extend existing water mains where necessary to provide water service upon the following terms and conditions:
- (a) The Authority shall have the exclusive right to determine the type and size of mains to be installed to provide adequate service. The mains shall be constructed in accordance with the “Water Distribution System General Design Guidelines and Specifications for Water Main Construction” as prepared by the Authority and amended as deemed necessary.
 - (b) Main extensions required for subdivisions and developments shall be looped to eliminate dead ends in the system. No dead end water main extensions shall be approved, unless construction of a looped system is determined to be unfeasible by the Authority Engineer.
 - (c) The Authority shall require water mains to be installed within public right of way, unless otherwise approved by the Authority engineer. If an easement to install a water main is required, the easement shall be accessible from two public right of way locations. Typically a 20 foot easement width shall be required.
 - (d) Main extensions required for subdivision and previously undeveloped parcels may include the installation of the service line from main to curb box. All costs for these main extensions shall be borne by the developer. The Authority shall not charge a connection fee where the service line is installed by the developer. The meter pit fee and tapping fee shall be applicable.
 - (e) The Authority may extend mains at their expense, to serve previously unserved areas or complete system loops. If the Authority extends a main, any existing structures may request service at the current Authority tapping and connection fees. The Authority reserves the right to discount connection fees where the actual cost of making the physical connection is reduced due to current construction activity.

PUBLIC FIRE HYDRANTS

41. (a) The Authority will furnish, own, install, inspect and maintain all public fire hydrants, with the exception of painting and lubricating the exposed upper stems.
- (b) In the event that local fire departments do not take responsibility for adequately painting the fire hydrants and lubricating the caps and upper stems, the Authority may elect to perform these services at the expense of the municipality in which the hydrant is located.
 - (c) Where a municipality charges the Authority a permit fee for the opening or crossing of any public street or highway in any city, borough, or township, when such openings or crossings are made necessary by the installation, moving, replacing, operation or

maintenance of any public fire hydrant or branch, those costs shall be charged by the Authority to the municipality in which the hydrant is located.

- (d) Water from hydrants shall not be used for any purpose other than fire fighting, without the expressed written consent of the Authority. Upon request, The Authority may, at its discretion authorize water for other purposes, such as street cleaning, flushing, sewer cleaning at specific hydrants authorized by the Authority. An estimate of the volume of water used from hydrants shall be provided by the municipalities to the Authority on a monthly basis. All other uses shall be metered and require written authorization from the Authority.
- (e) The CAFCA fire training facility on West Third Street shall be used as the primary training facility. Use of any other hydrants for training requires approval of the Authority.
- (f) Any unauthorized use of fire hydrants shall be treated as theft of services.
- (g) The police department and other city, borough or township officials shall report to the Director of Engineering for the Water Authority any hydrants damaged by vehicles or other cause and shall use their best efforts to prosecute the person or persons responsible and to collect for the Authority sufficient money to reimburse the Authority for all equipment, time and material required to repair or replace the damaged hydrant and or appurtenances.

CHANGING OF RULES AND REGULATIONS

- 42. The Authority reserves the right to change or amend from time to time these Rules and Regulations, the separate Schedule of Rates for the use of water and other miscellaneous charges.